

THE MUNI MEMO

OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE OF THE SAN FRANCISCO MUNICIPAL RAILWAY

Cable Cars Softball Reduces Stress

The SF Cable Cars Softball Team, made up of 16 gripmen and conductors, wants to let other Muni employees, and specifically operators from other divisions, know how much fun and how healthy it is to play softball all year round, and encourage them to keep their teams organized and playing.

The Cable Cars team has been playing informally for 14 years and as an organized team for the past six years. Bob Salopek, Captain and original founder of the team, and Harry Johansen, in his sixth year as Manager, coordinate all off-field activities of the ball club. Complete statistics are kept, as well as yearly MVP voting. Procurement of equipment and uniforms, publishing a newsletter, and various fundraising projects, keep the two of them very busy.

According to Johansen, the best thing about playing softball on a regular basis, besides the fun it offers, is that it reduces job stress through exercise and by creating an ongoing camaraderie among players. Job-related stress can lead to a variety of illnesses and premature death, says Johansen, and operators should do all they can to reduce such stress. The

Continued on Pg.8

Positunes Project In Full Swing

Muni's Graffiti Prevention Program has received almost 700 pieces of art from people of all ages for its Positunes Project. These positunes have already gone up on the interior ad display racks on buses throughout the City.

Positunes are original art works made by youths and adults from San Francisco as a means of expressing themselves in creative and legal ways to counter graffiti. Graffiti

preschoolers and elementary students to highly professional paintings and photography from more adept artists. So far, people representing 26 organizations have donated art to Muni for the Positunes Program. Among the organizations are Luther Burbank Middle School, a number of neighborhood recreation centers and playgrounds, the California State Prison, the Mark Reuben Gallery, KRQR—"the Rocker"

radio station, Creative Alternatives, and Wenda Pyman Photography, to mention a few.

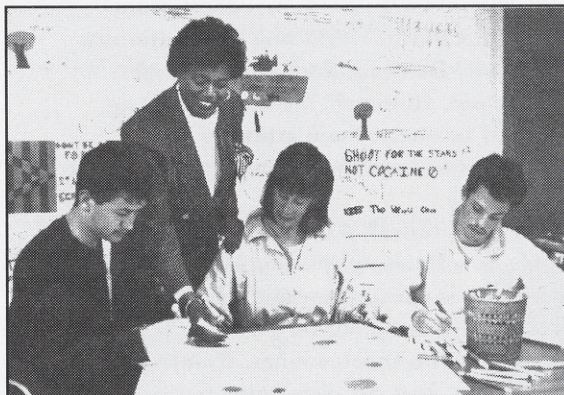
A great deal of credit for the success of the project also goes to the youth counselors who work for the Graffiti Prevention Program.

Verdell Martin, Polo Gonzales, Walter Argumedo, Paul Silk

and Keith Jones are key players in working with the youth and seniors who create the positunes.

Barbara Allen Conway, Graffiti Prevention's Manager, says she hopes eventually to have positunes on every Muni passenger vehicle creating a climate of creativity, cleanliness, and civic pride. A basic rule to remember, says Conway, is: "The difference be-

Continued on Pg.8



Graffiti Prevention staff show off their positunes.

Prevention originally targeted schools to create the art work, but soon expanded its request to include recreation centers, senior centers, and playgrounds.

According to Sally Rockwell, coordinator of the Positunes Project, the basic message of the program is: "Take good thoughts from your heart and turn them into art." The art received so far ranges from stick figure drawings from

Photo: Kurt Wong

Management Message



Positive Attitudes Make All the Difference

The other day I came across a column in *Bus Ride* magazine that I think applies to Muni and probably most transit systems. The column was written by Charles Springer, director of maintenance for the transportation division of Holland America Line-Westours, the parent company of Gray Line of Seattle. I'd like to share it with you here:

"Have you ever heard a driver comment that the mechanics or coach cleaners made his job harder because they didn't do their job? How about a mechanic claim that if it weren't for drivers, his job would be easier. And dispatchers, it seems are in the business of making the lives of drivers and mechanics miserable. And what about sales people and ticket agents? Ever hear how they don't know what they are talking about? Everyone knows accountants can't get simple pay rates right. Charter clerks and reservationists mislead customers. And the boss! He never does anything right.

Sound familiar? Let's hope not. However, these situations do arise in the course of doing bus business. Such attitudes are counterproductive. Everyone loses—customers, employees and the company.

How can we overcome these attitudes? When you come across an organization that has found the solution, pay attention and understand what they do. Observation is cheap, easy and educational. Next, each of us must resolve to clean up our own house. Never disparage another to explain our own shortcomings. Resolve never to condemn, criticize or complain. Instead, determine to compliment co-workers and those from other departments. Remember that every job and every person has unique problems. Try to understand those problems and offer to help. Finally, don't retaliate; if the mud flies, duck. Do all the good things we've heard about. Turn the other cheek and don't say anything if it's not true....Positive attitudes are contagious. And who will notice? Customers. Customers are the most perceptive people we deal with. If everyone treated one another like we want our customers to be treated, we wouldn't have problems to solve.

....If we do our jobs right and support our co-workers, we will have fun. If it's not fun, then it's time to get off the bus. You can always get back on."

(reprinted from the April 1991 issue of *Bus Ride* Magazine)

Johnny Stein
General Manager

Editor's Box

Dear reader,

We have so many award winners this month that we have suspended the "Unsung Hero" column for this issue to provide room for profiling two of these employees. The "Unsung Hero" will return in the July *Muni Memo*. Don't forget—if you know of anyone you would like to nominate for the "Unsung Hero" column, please send us the person's name, title, supervisor and a brief description of why that person should be "Unsung Hero." Anyone can be an "Unsung Hero" — clerical staff, transit operators, engineers, craft workers, supervisors, managers, etc.

Sincerely,
Anne Milner
Editor

Job File

2462 Microbiologist, Department of Public Health, \$39,338-\$47,710 annually. Apply immediately. Applications will be accepted until there is a sufficient number of qualified applicants. For info, call 821-5027; **1113 Deputy General Manager, Retirement System**, \$43,294-89,076 annually. File immediately. Receipt of applications will close on June 24th. For info, call 554-1584. **1804 Statistician**, Department of Social Services, \$35,074-\$42,484 annually. File immediately. Receipt of applications may close at any time. For info, call, 557-5573; **2350 Instructor of Nursing**, Department of Public Health, \$54,444-70,122 annually. Apply immediately. Applications will be accepted until there is a sufficient number of qualified applicants. For info, call 821-8084. **2558 Senior**

Physical Therapist, Department of Public Health,
\$45,240-54,990 annually.
Apply immediately. For info,
call 821-8084.

Employee Notice

Cable Car Bell Ringing
Don't forget about the annual Cable Car Bell Ringing Contest. The preliminaries will be held at the Cable Car Barn on Wednesday, June 12th at 5:00 p.m. The finals will take place in Union Square one week later on Wednesday, June 19th at noon.

EAP Workshops

The Employee Assistance Program is offering several workshops this summer:
1) Alcohol and Drug Education will take place on Mondays from 5:30 to 7:30 p.m. starting on June 3rd and running through July 8th. 2) Human Resources/Personnel Stress Workshop will be held on Mondays from 5:30 to 7:00 p.m., starting on July 15th and going through September 16th. Learn to manage personal and professional stress. 3) On-going Substance Group every Thursday from 5:30 to 7:00 p.m. The group provides a place where people can explore their relationship with drugs and alcohol. For information and/or registration, call 554-9580.

Congrats:

The Divisional Operators-of-the-Month for May were:
Cable Car: Michael G. Weber
Flynn: Julia Harrell
Green: Willie C. McCoy
Kirkland: Leonard Ferguson
Potrero: Carmen J. Martinez
Presidio: Ernest R. Ford
Woods: Duane B. Allen

Awards



May Systemwide Operator of the Month

Name: Rick Talioaga
Division: Presidio
Years with Muni: 14
Awards: 11-year Safe Driver Award

Background:
Birthplace: San Francisco
Education: Mission High School, City College of SF

Previous Employment: P.G. & E and U.S. Army in Vietnam. He was awarded Bronze Star, Air Medal, Army Commendation and Purple Heart

Marital Status: Single

Hobbies & Interests: Bowling, skiing, home computers, drag racing and riding motorcycles

Words of Wisdom: "Treat people as you would like to be treated in return."



Rick Talioaga of Presidio Division.

Photo: Kurt Wong

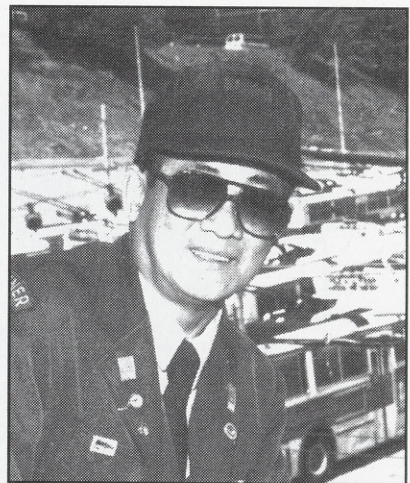
May Systemwide Operator of the Month Runner-up

Name: Peter Chen
Division: Presidio
Years with Muni: 14
Background:
Birthplace: Rangoon, Burma
Education: High School in Rangoon
Previous Employment: Darkroom technician at Color 2000

Hobbies & Interests: Photography
Marital Status: Married for six years to Jie Fang

Children: Robert, 5; Jennifer, 10; and four adult children

Words of Wisdom: "When you have a job, do the best you can."



Peter Chen of Presidio Division.

Photo: Kurt Wong

Awards



Engineering and Administration Worker of the Spring Quarter

Name: Barbara Allen Conway
Position: Manager, Graffiti Prevention Program
Years with Muni: 2½
Background:
Birthplace: Danville, Virginia
Education: She is a graduate in Business Administration from Phillips Business College in Lynchburg, Virginia. She studied Public Administration at Golden Gate University
Previous Employment: Fifteen years with Mayor's Office and worked for Law Enforcement Assistance Administration, Department of Justice
Marital Status: Married to Allen who owns All-Tech Supply (industrial maintenance supplies) in Belmont
Children: Son, Marcus, 9
Hobbies & Interests: She enjoys shopping, taking part in church activities and spending time with her family
Words of Wisdom: "Trust in the Lord with all thine heart and lean not unto thine own understanding" Proverbs 3:5.



Photo: Kurt Wong

Barbara Conway of the Graffiti Prevention Program.

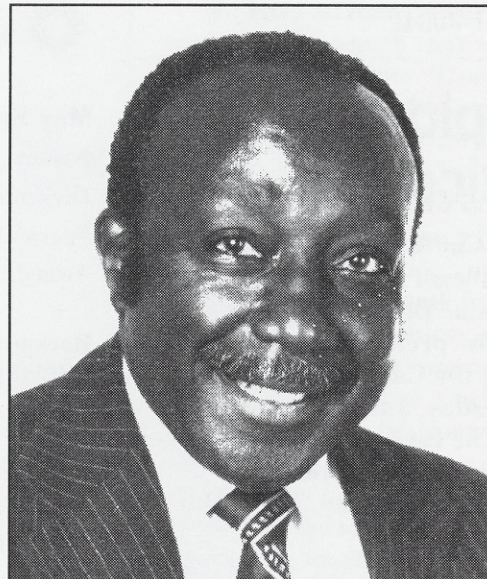


Photo: Carmen Magana

Edgar Brown of Station Operations.

Outstanding Transportation Employee of the Winter Quarter

Name: Edgar Brown
Division: Transportation
Position: Manager of Station Operations
Years with Muni: 29
Background:
Birthplace: Longview, Texas
Education: Grade school, high school and one semester of junior college in Texas; one year at City College of SF where he played baritone horn in the band; one year at Skyline College, San Bruno
Previous Employment: U.S. Navy, Hilton Inn at the SF International Airport
Marital Status: Married to Audrey for 31 years. She works in the math lab at Francisco Middle School
Children: Bernard, 29; Andrew, 24; and Michelle, 31
Hobbies & Interests: He enjoys watching the 49'ers and has held season tickets since 1970. He is a member of Ridge View United Methodist Church and George W. Wilson Lodge #101 (Prince Hall Affiliated)
Words of Wisdom: "I've been with Muni for 29 years and never considered leaving."

Awards



Maintenance Supervisor of the Winter Quarter

Name: Gerald Morelock
Division: Green
Position: Electronic Maintenance Technician Assistant Supervisor
Years with Muni: 17
Background:
Birthplace: Torrance, CA
Education: Four years of High School in Oroville, CA, and continuing study at SFSU in electrical engineering
Previous Employment: After serving two "hitches" in the U.S. Navy as an electronic technician, he went to work for Dalmo Victor in Belmont
Marital Status: His wife, Mary Elizabeth, is a secretary at Herbert Hoover Middle School
Children: Kathleen, 24, studies electrical engineering at SFSU (he and Kathleen are classmates in one class); Sharon, 22, is training at SFSU to be a teacher; and Michael, 21, is studying to be an auto mechanic.
Hobbies: He plays pool
Additional Info: He aspires to be a positive influence on the quantity and quality of work performed at Muni shops.
Words of Wisdom: "Be thankful for your job."



Photo: Gretchen Hildner

Gerald Morelock of Green Division.

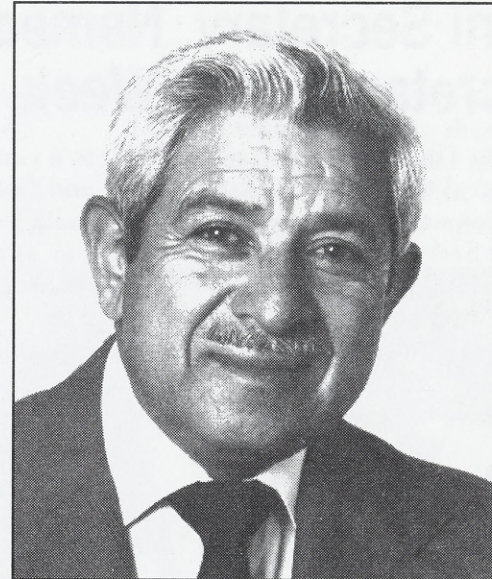


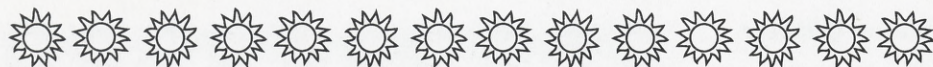
Photo: Carmen Magana

Luis Ruiz of Motive Power, Signal Maintenance and Overhead Lines.

May Maintenance Worker of the Month

Name: Luis Ruiz
Division: Motive Power, Signal Maintenance and Overhead Lines
Position: Electrical Line Worker (works mostly in the shop)
Years with Muni: 27
Background:
Birthplace: Antigua, Guatemala
Education: High School in Guatemala and El Salvador. Holds a diploma to teach grammar school. Spent two semesters at UC Berkeley Extension for a credential to teach building maintenance.
Previous Employment: He is an ex-paratrooper. He held an "A" (airframe) and "P" (power plant) aircraft mechanic's license
Hobbies & Interests: River-rafting, hunting and fishing. Hunts elk in Colorado
Marital Status: Married to Maria for 25 years. She is a registered nurse. No children.
Words of Wisdom: "Try to work together to do a better job."

News



Muni Secretary Named Secretary of the Week

Zenaida Villanueva, secretary to Central Control Superintendent Robert Johnson, was named Secretary of the Week by KFRC Radio during Secretary's Week in April.

Ms. Villanueva was treated

to a complimentary lunch and fashion show at the Bella Voce Ristorante & Bar at the Fairmont Hotel on Secretary's Day, April 24th.

Congratulations!



Photo: Carmen Magana

Bob Johnson toasts secretary Zenaida Villanueva on Secretary's Day.

In Appreciation

I would like to extend my thanks to everyone at Muni and PUC who called to wish me well or sent me flowers, cards and candy during the period when I was hospitalized or recuperating from cancer surgery. I'm sure that the many prayers that were said on my behalf did not hurt either.

Knowing that so many friends cared and wished me well was certainly instrumental in my quick recovery. Special thanks are due to my assistant, Allan Winkle, and my staff, Nelson Ramos, Gina Matawaran and Rudy Mendones for carrying the load so efficiently while I was incapacitated.

Andres Colon
Reproduction Supervisor

Passengers Praise Operators

The top three commendation recipients for the month of March were: W. Gobert from Woods Division with 39; W. Henderson from Presidio with 28 and O. Salopek from Presidio with 11. Keep smiling!

Congratulations Raffle Winners

Winners of the Inspector's Club Drawing held in May were: First Place - \$100 to Alexa Gleves; Second Place - \$50 to Alexa Gleves; Third Place - \$25 to Kent Nelson; Fourth Place - \$25 to Robert Isely; Fifth Place - \$25 to Peter Groubert; Sixth Place - \$25 to W. Gazaway; Seventh Place - \$25 to Joe Barnes; and Eighth Place - \$25 to Mabel Lewis.

The drawing was held, aptly (no pun intended), on Wednesday May 15th, Transit Appreciation Day, so designated by the American Public Transit Association. APTA chose that day to call attention to the

issues of clean air, energy conservation and congestion relief

that wider public transportation use can foster.



Photo: Kurt Wong

Art Curtis and hopeful winners at the Inspectors Club Spring Raffle.

News



UEB Honors its Own

On April 5th, the Utilities Engineering Bureau held an Awards Luncheon at Bopper's House of Rock to honor six outstanding employees. Gary Halkens and

Irene Yu both received Employee of the Year Awards. Debbie Yeung, Elaine Cartwright, Davis Gee, and Janelle Kessler received Distinguished Service Awards. A

round of applause to these UEB employees for their outstanding work on PUC, Water, Hetchy, and Muni projects.



UEB Employees of the Year Irene Yu and Gary Halkens.

Photo: Carmen Magana



Davis Gee, Debbie Yeung and Elaine Cartwright, three of the UEB Distinguished Service Award Winners.

Photo: Carmen Magana

Riders Speak

Dear Sheila Mullen,

Mr. Rabbit is not alone in his belief in multiplication. Ever since your initial communique with us, your letters have informed, encouraged and extended enough cordiality to encompass the entire Muni System.

We thank you. The happiness resulting from all that you at Muni have generated for Audley Cole (and Josephine, too) mirrors the dedication of the excellent Muni leadership and all administrative personnel. Bravo!

Gratefully,
"The Coles"

(Audley Cole was Muni's first black operator. See *Muni Memo*, April 1991.)

Dear Mr. Stein,

This letter is written on behalf of the California Alcohol and Drug Program Administrators Association. The presidents of these two associations have asked me to congratulate you on the decision to remove tobacco and alcohol advertising from the mini-billboards on trains and other Muni property.

To our knowledge, this is the first instance of this type of mass transportation-based public health effort in the state of California and represents the forward thinking of the staff and commission governing the Municipal Railway.

Your leadership is not only appreciated but will certainly be recognized nationally.

Thank you for your atten-

tion to the importance of minimizing exposure to tobacco and alcohol products....
Sincerely,

Wayne Clark, PhD
Director, SF Department of Public Health

Gentlemen,

I was in your beautiful city last weekend...Rode the M, K and L lines. Being new, I had to ask questions. In every case your drivers went out of their way to be helpful, considerate and especially kind. I am older now and I must say I really appreciate this very special kindness.

Sincerely,
Richard Hughes
Marina, CA

Softball *Cont. from pg.1*

average age of the players on the Cable Cars team is 46, with players ranging from 33 to 53 years of age. Johansen says that belonging to the team has helped many players combat morale and health problems.

The SF Cable Cars Softball Team plays year around in three leagues: the SF Rec and Park League, the Winter League, and the Community League. They also enter one or two tournaments each year. They're outfitted in recently acquired black uniforms with old-fashioned red lettering, numbers, white trim and sleeve emblems. The team raises

money by selling sweatshirts, baseball caps, and windbreakers, all with the unique Cable Cars team logos and emblems. They are also available in the Cable Car Museum Powerhouse Gift shop.

Johansen says he would like to get a formal Muni softball league organized with similar teams from Muni shops, divisions, and other departments that could play one another. He believes that the creation of individual divisional teams would go a long way toward combatting stress, illness, and potential substance abuse problems among Muni employees by instilling pride in

divisions and their teams.

For information about the SF Cable Cars Softball Team, contact Harry Johansen at 474-2825 or Bob Salopek at 333-2165, or write to Box 2492, San Francisco, CA 94126.

Positunes *Cont. from pg.1*
tween art and graffiti is having permission. Graffiti is not art. It is vandalism."

If you belong to or know of a group that would like to join Muni's Graffiti Prevention Program in creating positunes, please call 923-6265. Graffiti Prevention welcomes all positive expressions of creativity.

1991 Muni Roadeo Planned

The 1991 Muni Bus Roadeo will be held on Saturday, July 13th, at Piers 30 and 32 at the foot of Brannan Street.

All Muni operators, both part-time and full-time, are eligible to compete. If you would like to compete, you must complete the Safety Quiz prepared by the Safety and Training Department, possess a current California Class A or B (or 1 or 2) Driver's License and valid Medical Certificate, and

have been employed as a Muni transit operator for a minimum of 12 months. Applications, which are available from your Division Instructor or Division Dispatcher, and the completed Safety Quiz must be returned to the Safety and Training Department by Friday, June 28th. Names of qualified operators will be posted in each division on Friday, July 5th.

First, second and third place winners of the Muni Roadeo

will compete in the Northern California Regional Bus Roadeo hosted by the Stockton Metropolitan Transit Authority on Saturday, August 10th.

An important change to this year's scoring is that Muni will combine the local and regional scores. The operator who achieves the highest combined score will represent Muni at the APTA National Roadeo in Toronto on October 1st.

Good luck to all contestants!

More Police Patrolling Muni Buses

Starting on April 1st, the San Francisco Police Department increased its presence on Muni passenger vehicles and in Muni Metro stations. The higher numbers of police officers are supplementing the regularly deployed Muni Transit Police in an effort to target trouble spots on Muni lines at all hours

of the day and night.

The additional police presence on Muni vehicles is an ongoing program with funding provided by the Board of Supervisors. Police officers will be deployed on numerous lines and locations at different times with the aim of reducing assaults and robberies.

Credits

The Muni Memo is published by the Community Affairs Department of Muni. Contributions and comments may be addressed to the Muni Memo, Room 238, 949 Presidio Avenue, San Francisco, CA 94115, telephone 923-6162.

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